

INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/002,743					
		Filing Date	November 2, 2001					
		First Named Inventor	Toshio UENO					
		Group Art Unit	3623					
		Examiner Name	Romain Jeanty					
Sheet	1	of	1	Attorney Docket Number	01702/LR			
U.S. PATENT DOCUMENTS								
Exam. Info ¹	Cite No ²	Document Number	Kind Code ³	Name of Patentee or Applicant	Publication Date MM-DD-YYYY			
		5,197,005	A	SHWARTZ et al	03-23-1993			
		5,446,883	A	KIRKBRIDGE et al	08-29-1995			
		6,766,320	B1	WANG et al	07-20-2004			
FOREIGN PATENT DOCUMENTS								
Exam. Info ¹	Cite No ²	Office ⁴	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Examiner Signature	<i>Romain Jeanty</i>			Date Considered	12/23/05			

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⁶ Mark here if English translation is attached.

DATE MAILED: August 18, 2005

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			Group Art Unit	3623				
			Examiner Name	Romain Jeanty				
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U.S. PATENT DOCUMENTS								
Exam. Unit ^a	Cite No ^b	Document Number	Kind Code ^c	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
		5819272	A	Benson, Max L.	10-06-1998			
		6487560	B1	LaRue et al.	11-26-2002			
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FOREIGN PATENT DOCUMENTS								
Exam. Unit ^a	Cite No ^b	Office ^c	Document Number ^d	Kind Code ^e	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ^f
		WO	01/02954	A1	KONINKLIJKE PHILIPS ELECTRONICS	01-11-2001		
		DE	101 05 532	A1	HEWLETT-PACKARD CO.	08-09-2001		
Examiner Signature	<i>Romain Jeanty</i>				Date Considered	12/23/05		

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^b Unique citation designation number. ^c See kinds of U.S. Patent Documents. ^d Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ^e For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ^f Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ^g Mark here if English translation is attached.

DATE MAILED: June 17, 2005

INFORMATION DISCLOSURE
STATEMENT BY APPLICANT

Sheet

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of

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Application Number 10/002,743

Filing Date November 2, 2001

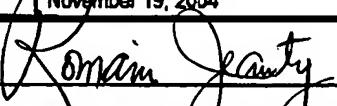
First Named Inventor Toshio UENO

Group Art Unit 3623

Examiner Name Romain Jeanty

Attorney Docket Number 01702/LH

NON PATENT LITERATURE DOCUMENTS

Exam bris	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue-number(s), publisher, city and/or country where published.	T ²
		Communication pursuant to Article 95(2) EPC issued in European Application No. 02 770 188.7-2221 on November 19, 2004	
Examiner Signature		Date Considered	12/23/05

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/002,743
		Filing Date	November 25, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	3623
		Examiner Name	Romain Jeanty
Sheet	1	of	2
Attorney Docket Number			01702/LH

U. S. PATENT DOCUMENTS

Exam. Initials	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
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		5,964,891	A	CASWELL et al	10-12-1999	
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Exam. Initials	Cite No ¹	Ofc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

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12/23/2005

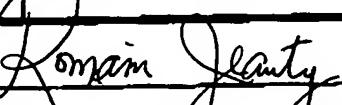
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: Unique citation designation number. * See kinds of U.S. Patent Documents. ' Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ' For Japanese patent documents, the indication of the year of the reign or the Emperor must precede the serial number of the patent document. ' Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ' Place a check here if English translation is attached.

DATE MAILED: March 7, 2005

		Application Number	10/002,743	
		Filing Date	November 2, 2001	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		First Named Inventor	Tosniel JENO	
		Group Art Unit	3623	
		Examiner Name	Romain Jeanty	
Sheet 2	of	2	Attorney Docket Number	01702/LH

NON PATENT LITERATURE DOCUMENTS

Exam Units	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 th International Conference on Software Engineering, April 1998, ISBN 0-8186-8368-6, pages 136-142.	
Examiner Signature		Date Considered	12/23/05

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT			Application Number	10/002,743	
			Filing Date	November 2, 2001	
			First Named Inventor	Toshio UENO	
			Group Art Unit	3623	
			Examiner Name		
Sheet	1	of	2	Attorney Docket Number	01702/LH



U. S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

FOREIGN PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
<i>RG</i>		JP	2000-155778	A	HITACHI LTD.	06-06-2000		*

Examiner Signature

Roman Janty

Date Considered

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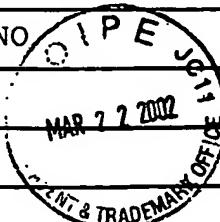
PTO/SB/08B (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO

INFORMATION DISCLOSURE
STATEMENT BY APPLICANT

		Application Number	1002,743	
		Filing Date	November 2, 2001	
		First Named Inventor	Toshio UENO	
		Group Art Unit		
		Examiner Name		
Sheet	2	of 2	Attorney Docket Number	01702/LH



OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS

Examiner Initials ¹	Cite No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	T ²
<i>RJ</i>		U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO	
Examiner Signature		<i>Romain Jeanty</i>	Date Considered 12/23/05

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>SEP 23 2004</i> <i>JC6</i> <i>1</i> <i>of</i> <i>1</i>		Application Number	10/002,743
		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	3623
		Examiner Name	Romain Jeanty
Attorney Docket Number		01702/LH	

U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
<i>RG</i> ↓		2001/0051952	A1	NAKAZATO, Toshiaki	12-13-2001	
		6,513,052	B1	BINDER, Erin	01-28-2003	
		6,678,764	B2	PARVULESCU et al	01-13-2004	
		2002/0156692	A1	SQUEGLIA et al	10-24-2002	

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Exam. Inits*	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

Examiner Signature

Romain Jeanty

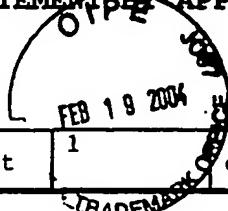
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DATE MAILED: September 23, 2004

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Application Number	10/002,743
		Filing Date	Nov. 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	2163-3623
		Examiner Name	
Sheet 1 of 1	Attorney Docket Number		01702/LH

U.S. PATENT DOCUMENTS

Exam. Inits ⁴	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
<i>RJ</i>		5,365,310	A	Jenkins et al	11-15-1994	
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Exam. Inits ⁴	Cite No ¹	Ofc	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
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		DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
		EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		
		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
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		JP	2001-160103	A	KONICA CORP.	06-12-2001		*

*English
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Abstract only

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Signature*Konan Jeanty*Date
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<p>Substitute for Form 1449A/PTO</p> <p>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p>				Application Number	10/002,743
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				First Named Inventor	Toshio UENO
				Group Art Unit	3623
				Examiner Name	
Sheet	2	of	2	Attorney Docket Number	01702/LH

OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS

Examiner Initials ¹	Citation No. ²	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	
<i>RJ</i>		<p>U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO</p> <p>U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO</p> <p>U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO</p> <p>U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO</p> <p>U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO</p> <p>U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO</p>	

Examiner Signature *Romain Jeanty* Date Considered 12/23/05

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